

430.80**Data System Equipment Support**

Introduction All data system equipment (computers, printers, access points, etc) purchased by the state WIC office will be supported and maintained by IDPH staff or through warranty or maintenance service agreements.

Local agency support If state-owned WIC computers are put on local agency networks, the local agency is responsible for printer connectivity, Internet connectivity, triaging network issues and configuring replacement hardware.

If agencies choose to access the WIC data system on a local agency-purchased computer, the state WIC office will not be responsible for supporting or maintaining the computers.

Note: See Policy 330.10 for more information about the use of local agency-purchased computers.

Monitoring computer use Use of data system computers and printers will be monitored by state WIC staff. No-use or low-use may indicate that a different configuration of equipment may work better in an agency.

Changes in service delivery Changes in service delivery or clinic service delivery model may require an increase or decrease data system hardware at an agency. Anticipated service delivery changes must be discussed with the WIC HelpDesk and nutrition consultant to assure data system equipment availability.

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